

# *Commonwealth of Massachusetts*



## *Soldiers' Home in Massachusetts*

### *School of Practical Nursing*

*91 Crest Avenue  
Chelsea, MA 02150*

*PHONE (617) 887-7168      FAX (617) 887-7195*

## **SOLDIERS' HOME**

Established in 1882, the Soldiers' Home is a State health care facility for veterans. It includes the Lawrence F. Quigley Memorial Hospital, Out Patient Department services, and a self-care domiciliary facility.

The Soldiers' Home is licensed by the Massachusetts Department of Public Health for long term care, approved by the Department of Veterans' Affairs and is a member of the Massachusetts Hospital Association.

## **SCHOOL OF PRACTICAL NURSING**

Soldiers' Home School of Practical Nursing has been preparing men and women for a career in nursing since 1956. The school is a forty-two week, hospital-based program located in the Keville House on the campus of Soldiers' Home

The program of learning is designed to provide the learner with organized instruction and individualized learning experiences. Students experience the following types of clinical sites: acute medical-surgical units, long term care units, Alzheimers unit, family health clinics, operating room, recovery room, surgical day care unit, pediatric head start and after school program, maternity unit and an adult day care unit.

## **SCHOOL OF PRACTICAL NURSING OBJECTIVES**

Upon completion of the program, the graduate will:

- Recognize the worth, dignity, rights and uniqueness of each client.
- Integrate cultural awareness in the delivery of nursing care.
- Practice clinical skills safely and effectively.
- Apply theoretical knowledge in the delivery of nursing care.
- Utilize the nursing process to meet the self care deficits of clients.
- Utilize effective communication techniques.
- Collaborate with interdisciplinary health care team to meet the self care needs of the client.
- Instruct clients regarding health maintenance.
- Demonstrate the ability to document according to professional and legal standards.
- Apply legal, ethical and professional standards in the delivery of care.
- Utilize the principles of delegation in the management of nursing care.
- Recognize the nurse's role as an advocate in the delivery of health care.
- Demonstrate accountability for nursing practice.
- Accept the responsibility for personal and professional growth.
- Test successfully for the NCLEX-PN Examination.

## **SCHOOL OF PRACTICAL NURSING PHILOSOPHY**

The faculty of Soldiers' Home School of Practical Nursing hold certain beliefs regarding the individual, society, nursing, practical nursing, the teaching learning process, nursing education, and education as a life long process.

Each individual has certain self care requirements in common to meet basic needs. In caring for the whole person, basic physiological, psychological, social and spiritual needs must be met.

Society is a group of culturally diverse people of different racial and ethnic backgrounds living together in a community. As society changes, families, education and health structures change to maintain the whole system. The practical nurse is committed to meeting the goals of the individual and society by promoting health in the delivery of health care.

Nursing is an art and a science dedicated to the prevention of disease, the promotion of health maintenance, and restoration of the uniqueness of the individual in the community and health care facility.

The practical nurse recognizes the integral role of the nurse within the health care delivery system and demonstrates accountability in administering safe and competent nursing care. The practical nurse works in collaboration with health care professionals to provide coordinated care to individuals needing health care services.

Practical nursing education is a program of learning which is designed to provide the learner with organized instruction and individualized learning experiences. The student learns at his/her own pace. Course content is presented from simple to complex. Learning is a continuous exchange of ideas which occur among students and faculty. Each student is unique and brings to the educational environment a variety of life experiences and diversity of cultures. The student has rights: the right to question, the right to grieve and the right to evaluate the program of learning.

In order for the practical nurse to develop and keep current of the changes in nursing and society, education is an ongoing process which involves the active participation of the individual learner.

In conclusion, the faculty believes that the program evaluation is an ongoing process, and that education is a self actualizing, creative, lifetime endeavor which involves values clarification and critical thinking.

#### **Soldiers' Home School of Practical Nursing is accredited by the ...**

National League for Nursing Accrediting Commission, Inc.  
61 Broadway – 33<sup>rd</sup> floor New York, NY (800) 669-1656 ext 153

#### **Soldiers' Home School of Practical Nursing is approved by the ...**

Massachusetts Board of Registration in Nursing  
100 Cambridge St., Boston, MA 02202 (617) 727-3060

#### **Soldiers' Home School of Practical Nursing has an articulation agreement with ...**

Lawrence Memorial/Regis College Collaborative ASN Program  
170 Governors Ave., Medford, MA 02155 (781) 306-6600

## **GENERAL INFORMATION**

### **Section I. Educational Program**

- The duration of the program is 10 ½ months.
- Classes begin September 10, 2007 with graduation on July 17, 2008.
- The program runs full time days, Monday through Friday - approximately 8 AM to 4 PM.

### **Section II. Program Expenses**

- Testing fee - \$50 (non-refundable)
- Textbooks - \$1100, Uniforms - \$375 , Program Expenses - \$1200 (Prices are subject to change.)
- Financial Aid is not offered for/by this program.

### **Section III. Admission Requirements**

- Satisfactory pre-admission examination results.
- Completed admission application.
- High school graduate (within the United States) or equivalency (GED)
- Satisfactory Test of English as a Foreign Language (if applicable – refer to Section V)
- Two professional references
- Massachusetts resident or currently employed by the Commonwealth of Massachusetts
- All candidates seeking admission to the School of Practical Nursing must be a United States citizen or carry a current Resident Alien (green) Card. Proof of status will be required prior to interview.
- Personal interview
- Criminal Offender Record Information clearance
- Health clearance by a physician or nurse practitioner
- Health insurance
- Soldiers' Home Graduates are required to work in a State operated healthcare facility for a minimum of one (1) year after graduation such as: Soldiers' Home in Chelsea, Tewksbury Hospital, Lemmuel Shattuck Hospital, Soldiers' Home in Holyoke, Department of Corrections, Department of Mental Retardation, Mental Health or Public Health.

### **Section IV. Required Educational Documentation**

- Official transcript from a high school within the United States indicating date of graduation **or**
- Official GED score report with pass rating (you must also submit high school transcript)
- Foreign educated applicants must have their educational records evaluated for high school equivalency. The Center for Educational Documentation in Boston provides this service for Soldiers' Home applicants. Contact the Center at (617) 338-7171 for further information on having your records evaluated.  
**Do not forward foreign educational documents to the School of Nursing.**

### **Section V. Test of English as a Second Language (TOEFL)**

Applicants are required to take the TOEFL examination if **ANY OR ALL** apply:

- You graduated from a high school outside the United States.
- You were educated abroad prior to receiving your High School Equivalency Certificate in the United States
- You were educated within the United States and took ESL courses in school.
- English is a second language.
- For TOEFL information or to apply on-line go to <http://www.toefl.org>
- Score reports must be mailed directly to the school by the TOEFL agency – Soldiers' Home TOEFL code is #9909
- Scores older than two years are not acceptable.
- Must score at least 197 (computer based TOEFL) or 71 (internet based TOEFL) to be considered.
- College English courses are not accepted in place of TOEFL

## **Section VI. How to apply**

- Print out Admission Application and Examination Registration forms. (Parts I – III)
- Complete parts I, II and III and submit to the School of Nursing with a \$50 non-refundable money order.

## **Section VII. Entrance Examination Information**

Soldiers' Home School of Practical Nursing utilizes the Test of Essential Academic Skills (TEAS) The TEAS is a scholastic aptitude assessment test published by Assessment Technologies Institute. It is used to assist the Admissions Committee in selecting candidates with the highest likelihood of success in the program.

The TEAS consists of three content subtest areas: English (punctuation, grammar, sentence structure, contextual words & spelling), reading (comprehension) and math (whole numbers, conversions, fractions, decimals, algebraic equations, percentages & ratio/proportion.) All subtests contain multiple-choice items with one correct answer. The applicant is directed to answer each item as accurately as possible within the allotted time. Testing candidates may not use textbooks, calculators or any other reference material while testing. Approximately (3) hours are allotted for administering the entire exam.

All examinations are held on the Soldiers' Home campus in Chelsea (60 Hillside Ave.) Walk-ins are not permitted, therefore, all individuals must register prior to the exam date desired. Because exam dates fill quickly we reserve the right to reschedule any request if the date you have chosen is full. Exam confirmation will be forwarded to you upon receipt of materials listed in Section VI.

### **EXAM DATES**

Tuesday, October 24, 2006	Tuesday, January 9, 2007	Tuesday March 13, 2007
Tuesday, November 7, 2006	Tuesday, January 30, 2007	Tuesday, March 28, 2007
Tuesday, November 28, 2006	Tuesday, February 13, 2007	Tuesday, April 3, 2007
Tuesday, December 19, 2006	Tuesday, February 27, 2007	Tuesday, April 17, 2007

All exams begin promptly at 9:00 AM. Individuals who arrive late will not be allowed into the testing area and charged a \$25 rescheduling fee. If you need to reschedule an exam due to unforeseen circumstances you may do so by putting your request in writing and submitting a \$25 rescheduling fee. **Exams will not be held if, due to inclement weather, the City of Chelsea cancels school. Call the school of nursing the next business day for rescheduling information.**

If individuals do not pass the test on their first attempt they must wait until admission into the following September program to retest. Therefore, it is highly recommended that you review the test subject matter listed above prior to testing.

## **Section VIII. Directions to the School of Nursing – 60 Hillside Ave., Chelsea**

### **➤ From Boston/South Shore**

Take the Expressway to the Mystic River Bridge (also marked Tobin.) Go over the bridge until you come to the exit on the right marked Webster Ave., Chelsea-Everett. At the end of the ramp go right onto Webster Ave. Follow this down a short distance. Take a sharp right onto Summit Ave. At the top of Summit Ave take your first left. You are now on the grounds of the Soldiers' Home Campus.

### **➤ From the North Shore**

Take Route 1, southbound, to the exit marked Route 16 (Everett-Medford.) At the bottom of the ramp, try and move into the left lane for you will be taking a left at the first set of lights not very far from the off-ramp. At the lights take a left onto Webster Avenue. Follow this down a short distance. Take a sharp right onto Summit Avenue. At the top of Summit Avenue take your first left. You are now on the grounds of the Soldiers' Home Campus.

### **➤ Public Transportation**

The 112 bus will drop you off in front of the chapel located on the grounds of the Soldiers' Home Campus. This bus runs from Wellington Station in Medford. It is advised that you contact the MBTA for departure and arrival times.

**NOTE** - Road construction may cause the directions to change so you may want refer to [www.mapquest.com](http://www.mapquest.com)

# **PROGRAM POLICIES**

## **Section I. Policy of Non Discrimination**

- The School of Practical Nursing ensures equal opportunity regardless of race, color, religion/creed, ethnic origin, gender/sex, marital status, age, disability or veteran status

## **Section II. Course Exemption**

- Course must be congruent with the course taught at Soldiers' Home.
- Must have received a grade of "B- (80%)" or better.
- Course must have been completed within five years at an accredited school.

## **Section III. Attendance**

- Attendance is required at all scheduled classes and clinical experiences.
- Failure to attend class/clinical seriously jeopardizes an individual's eligibility to remain in the program.
- Students will be given a copy of the attendance policy on the first day of school.

## **Section IV. Grading**

- Details of grade determination and course requirements will be included in the course overviews.
- Course grades are reported as numerical grades or pass/fail on the transcript.
- The passing grade for all courses is a 75%, with the exception of the Clinical Medication Administration Test which has a passing grade of 85%.
- Failure in either the theory or clinical component of any course will necessitate dismissal from the program.

## **Section V. Dismissal**

- Students may be dismissed from the program for academic and/or clinical failure or for any serious offense such as:
  - Deliberately endangering the well-being of a patient or any other person
  - Possession of alcohol or drugs
  - Appearance of alcohol or drug use
  - Repeated and open defiance of authority
  - Deliberate destruction of school or hospital property/equipment
  - Theft
  - Dishonesty
  - Cheating
  - Failure to abide by agency/school policy

## **Section VI. Retention Rates**

- Applicants have the right to know the completion rate for the program. The information is available upon request.

## **Section VII. Graduation Requirements**

- Successful completion of all program requirements within the established time plan
- Achieve a passing grade in all courses
- Achieve a passing grade in all clinical components
- Meet all financial obligations to the school
- Return all library books and borrowed equipment
- Complete National Achievement Tests
- Attend job fair given by State agency
- Complete an application for State employment and participate in employment interview
- Participate in Graduation Exercises

The School of Practical Nursing reserves the right to change any school policies deemed necessary for the successful running of the school.

## **COURSE DESCRIPTION, PLACEMENT AND THEORY HOURS**

### **Anatomy and Physiology - Term I - 48 hours**

The course Anatomy and Physiology, explains facts and principles of human structure to the beginning student. The course progresses from organization of the body and the single cell to the coordinated whole. The student is encouraged to view the body as having its own innate ability to adapt to its environment successfully. Although the course is organized for clarity into body systems, a main theme of the course is the integration of all body systems for the maintenance of the internal state of balance or homeostasis.

### **Nursing Foundations - Term I - 93 hours**

Nursing Foundations is designed to equip the student with the necessary knowledge and skills essential to rendering basic nursing care. Its focus is on the client as an individual and the role of the nurse in assisting man with self care practices. Students are encouraged to respect client's own personal and continuous contribution to his/her own health and well-being. Nursing action is based upon the principles drawn from the behavioral, social and biological sciences. Simulated client care situations are designed to provide the student with the opportunity to apply these principles in the promotion of health, prevention of illness, the detection and treatment of health deviations. The nursing process is introduced to help the student identify the client's needs.

### **Human Growth, Development and Behavior - Term I - 32 hours**

Orem's self care concepts are an interwoven thread of the growth and development process. Growth, Development and Behavior is designed to introduce the student to the basic concepts of normal growth, development and behavior as it relates to all age groups. It introduces the student to basic personality development and its effect on behavior - Freud, Erickson and Maslow. Lectures and discussions are geared toward establishing the skills necessary to develop rapport with patients and understanding of patient behavior in order to give total patient care. Emphasis is placed on correlating social and emotional aspects of care with physical care.

### **Microbiology - Term I - 16 hours**

Microbiology is designed to introduce the practical nurse student to the basic concepts of microorganisms, to provide knowledge of their existence, growth and reproduction. This course provides a basis for the student to learn prevention and control of transmissible diseases in the hospital and community setting.

### **Nutrition - Term I - 16 hours**

Nutrition is designed to provide the beginning student with an understanding of the fundamentals of nutrition and how these fundamentals relate to the promotion and maintenance of optimal health. It emphasizes the practical applications of the current principles of nutrition and diet therapy in meeting the universal self care needs of the client.

### **Pharmacology - Term I - 32 hours**

Pharmacology teaches the student to administer medication with concern for safety, precision and attention to important physiologic factors. Course content includes: principles of pharmacology, administration of medications, mathematics of dosage and classification and actions of medications. This course correlates pharmacologic response to nursing actions. The course reflects the nurse's responsibility in providing sound knowledgeable care in the area of medication administration.

### **Nursing Issues - Term I - 30 hours**

Nursing Issues is designed for the student to provide part of his/her foundation in practical nursing. The course assists the student with self development. It introduces the various components of health care which impacts nursing and emphasizes the patient as the focus of nursing. Nursing theory and nursing process are stressed as the guides to the nursing practice.



### **Medical-Surgical Nsg I - Term II - 88 hours and Medical-Surgical Nsg II - Term III - 77 hours**

Medical-Surgical Nursing I and II is designed to prepare the practical nurse student to give safe, responsible, supportive care in assisting the client with self care practices. The importance of nursing observations as a basis for diagnosis and selecting appropriate nursing interventions is emphasized. Although the course is divided into units according to body systems, the student is encouraged to view the client as an individual with physical, emotional and social needs, along with an innate ability to care for himself. Each unit contains a description of observations that can be made by the nurse when the client has a disease affecting that body system. Also taught are clinical manifestations, nursing interventions, pathophysiology and medical treatment. The students are taught to focus on maintenance of clients' self care activities, the individuals continuous needs to sustain life and health; recovery from disease and injury; and the ability to cope with disease and injury. Students are encouraged to educate the client and realize the clients' contribution to his/her own care. Students will provide total patient care when clients are unable to engage in self care activities. In conjunction with the three basic nursing systems, the students apply the nursing process throughout the course of study.

### **Pediatric Nursing - Term II - 30 hours**

Pediatric Nursing introduces the student to health promotion, health maintenance and health problems affecting infants and children. The student will incorporate growth and development in studying specific conditions of the child to promote optimum health and development. Students will begin to analyze psycho-social effects of illness as they effect children of various socio-economic and cultural backgrounds. The nursing process will be used as a foundation for providing nursing care to infants and children. Increased emphasis will be placed on the responsibilities of the student in teaching the child and family.

### **Maternal-Newborn Nursing - Term III - 30 hours**

Maternal-Newborn Nursing is designed to prepare the practical nurse student to give safe, intelligent, supportive care to mothers and infants within the field of maternal-newborn nursing. The principles of family centered care are stressed and integrated throughout the course. The student is provided with the opportunity to understand the overall effects of pregnancy, labor, delivery and the early post-partum period on the entire family, as a unit. Normal conditions are followed by abnormal ones. Although the course is organized for clarity into time periods in the childbearing cycle, prenatal, intrapartum, postpartum and newborn; the theme of family care is threaded throughout the course. The student becomes involved with client teaching, helping the client feel confident with her own contributions to self care and the care of her newborn. The student is encouraged to function as a member of the health team, gathering information, maintaining nursing care maps, carrying out the care and evaluating his/her interventions.

### **Gerontological Nursing - Term III - 19 hours**

Gerontological Nursing is designed to give the student practical nurse a positive view of aging and the aged population. Through this course the student will be able to recognize the individuality of each person and help promote optimal functioning. Lectures and discussions are geared toward providing knowledge unique to caring for the older adult. The overall approach is on health and wellness, with a major focus on health promotion and restorative care. Case studies will help to enhance the students learning.

Candidate may exempt courses by meeting Soldiers' Home policy criteria.

(9/06)

### **GOOD MORAL CHARACTER REQUIREMENT**



The Massachusetts Board of Registration in Nursing (Board), as a regulatory agency of State government, protects the health, safety and welfare of the citizens of the Commonwealth by Massachusetts General Laws (G.L.) Chapter 112, sections 74, 74A and 76 and Board regulations at 244 CMR8.00. The laws and regulations governing nurse licensure are established to ensure that each initial applicant for licensure as a Registered Nurse or Licensed Practical Nurse possesses the knowledge, skills and abilities needed to provide safe, competent nursing care.

Each applicant for initial nurse licensure by examination and by reciprocity (initial applicant) in Massachusetts must comply with the “good moral character” (GMC) licensure requirement specified at G.L. c. 112, secs, 74, 74A and 76. The Massachusetts initial nurse licensure application included questions about criminal convictions (misdemeanors and felonies) and disciplinary actions by a licensure/certification body. Each initial applicant has the burden to demonstrate compliance with the GMC licensure requirement.

Each initial applicant who answers “yes” to the licensure applications questions related to a criminal conviction or disciplinary action, must demonstrate compliance with the GMC licensure requirement in accordance with the Board’s Licensure Policy 00-01: *Initial Nurse Licensure by Examination or by Reciprocity: Determination of Good Moral Character*. Under this Policy, an initial applicant convicted of certain specified crimes set forth in the GMC Policy will be *permanently* excluded from nurse licensure in Massachusetts. The GMC Policy also provides that an initial applicant convicted of any other crime(s) will be *temporarily* excluded from licensure until she or he has been conviction-free for a minimum period of five (5) years and has had all court-ordered requirements closed for a minimum of one (1) year before the date the Board receive the application for licensure. In addition, an initial applicant who knowingly falsifies, or knowingly attempts to falsify, information directly related to the applicant’s qualifications for the National Council Licensure Examination (NCLEX) or licensure, or who cheats on the NCLEX or on any other licensure or certification examination will *not* be considered compliant with the GMC licensure requirement and will be excluded from initial licensure in Massachusetts for at least five (5) years.

The GMC policy further provides that all disciplinary action imposed by a licensure/certification body must be satisfactorily completed and all disciplinary matters closed before the Board will evaluate the initial licensure application. In addition, the Board will not evaluate the GMC compliance of any initial applicant with court-ordered requirements unless the applicant has met all such requirements and all criminal matters involving the applicant are closed.

All initial applicants who answer “yes” to the GMC related application questions and who are not permanently or temporarily excluded from licensure as set forth in the GMC Policy *must* submit all of the relevant documentation outlines on *Attachment A* of the GMC policy in order for the Board to determine the applicant’s compliance with the GMC licensure requirement. The Board will not evaluate any application for compliance with the GMC requirement until it has received *all* required documentation from the initial applicant.

### **Definition of criminal conviction**

For the purpose of the Board’s GMC Policy, the meaning of “conviction,” which applies to both misdemeanors and felonies, and which an initial applicant must report to the Board, include any of the following:

- A verdict or finding of guilty
- A plea of guilty
- A plea of nolo contendere (no contest)
- Any other plea treated by a court as a guilty plea regardless of the jurisdiction in which the conviction was entered.

*A complete copy of the above policy can be found on the Board’s web site: [www.state.ma.us/reg](http://www.state.ma.us/reg)*

***PRINT OUT THE  
FOLLOWING THREE  
PAGES IF YOU  
WOULD LIKE TO  
APPLY.***

**PART I: ADMISSION APPLICATION**

**Complete parts I, II and III and mail to address listed above with a \$50 non-refundable application/testing fee.**  
Payment must be in the form of a **MONEY ORDER** payable to **Soldiers' Home, SOPN.**

Date: \_\_\_\_\_

Name: \_\_\_\_\_

last first middle initial maiden - optional

Resident Address: \_\_\_\_\_

number street city/town zip code

Mailing Address: \_\_\_\_\_

Telephone: (\_\_\_\_\_) \_\_\_\_\_ Social Security# \_\_\_\_\_

Massachusetts resident? \_\_\_\_yes \_\_\_\_no Length of residency \_\_\_\_\_ United States citizen? \_\_\_\_yes \_\_\_\_no

If not a US citizen, are you prevented from being lawfully employed due to your immigration status? \_\_\_\_yes \_\_\_\_no

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***PERSON TO NOTIFY IN EVENT OF EMERGENCY:***

\_\_\_\_\_(\_\_\_\_\_)\_\_\_\_\_

Name Relationship to you Telephone

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***EDUCATION:***

High School Address city/state country diploma granted/year

\*GED Center Address city/state certificate granted/year

(\*NOTE - GED recipients must also indicate high school attended prior to receiving your GED.)

College Address city/state major yrs entered/left degree granted

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***EMPLOYMENT:*** (start with current employer)

Employer/Address Position Supervisor Dates Employed Reason for leaving

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Incomplete forms will be returned and therefore delay processing.**

***CONTINUE ON TO PARTS II AND III.***

**PART II:      *CRIMINAL OFFENDER RECORD INFORMATION (CORI)***

The Commonwealth's Executive Office of Health and Human Services (EOHHS) agencies have been authorized to perform Criminal Offender Record Information checks on applicants accepted for admission to the School of Practical Nursing. A computer check with the Board of Probation is required for all incoming students. This computer check will be performed by the agency at no cost to the applicant. The policy on criminal background checks from the Commonwealth of Massachusetts Executive Office for Health and Human Services will be used to determine acceptance.

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I understand that in order to afford the highest level of service delivery, the Commonwealth seeks to determine that all individuals within the Soldiers' Home are of the highest integrity. As an applicant for admission, I hereby acknowledge that if I am selected for acceptance the Soldiers' Home will review:

- Criminal Offender Record Information

\_\_\_\_\_  
Signature of applicant

\_\_\_\_\_  
Date

(Revised 9/05)

**PART III: EXAMINATION REGISTRATION**

**NAME:**

\_\_\_\_\_  
(Last) (First)

**ADDRESS:**

\_\_\_\_\_  
(Number) (Street) (Apartment)

\_\_\_\_\_  
(City) (Zip Code)

**MAILING ADDRESS IF DIFFERENT FROM ABOVE:**

\_\_\_\_\_

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**TEST DATE REQUESTED** \_\_\_\_\_  
(Refer to General Information Sheet for dates offered)

HAVE YOU TAKEN A NURSE ENTRANCE EXAM BEFORE: \_\_\_\_ Yes \_\_\_\_ No

If yes, where/when \_\_\_\_\_

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**RETURN PARTS I, II and III ALONG WITH YOUR \$50 MONEY ORDER TO:**

**Soldiers' Home  
School of Practical Nursing  
91 Crest Avenue  
Chelsea, MA 02150**

**Confirmation regarding the entrance exam will be forwarded to you upon receipt.**

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**OFFICE USE ONLY:**

Admission Packet I \_\_\_\_ II \_\_\_\_ III \_\_\_\_ Money Order \_\_\_\_ Confirmation Sent \_\_\_\_

Rescheduling request \_\_\_\_ Rescheduling fee submitted \_\_\_\_ Confirmation Sent \_\_\_\_

